Docket No. SA-537

Exhibit No. 6-F

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 5 – Passenger Questionnaires

(161 Pages)

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by

section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.	
Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio	
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None If All, go to question 4	
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other	
4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear	
5. Is English your primary language? Yes No (if No, what is your primary language?)	
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: There were no flight attendants, no lights to follow towards the exit and no slide to exit out of the exit door. Our situation seemed cutside a	

<u>Standard</u>

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No Explain:
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card?
Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? Yes No
Explain: knew where emergency exit doors were and to move away from the plane if there was smoke fire.
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Brace Position 12. Were you instructed to brace for impact? Yes No
13. Did you brace for impact? (Describe position) Not really, had arms on armrest, sitting Straight up, feet flat— There was not much warning.
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Copied people around me Copied
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?☐ Yes ☐ No
20. Did you read the instructions for operating the exit? ☐ Yes ☐ No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? ☐ Yes ☐ No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff It was the only available exit The other exit was blocked I followed other passengers It was the closest exit Other
27. Were you directed away from a specific exit? ☐ Yes ☑ No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31, Did you select an exit and then change your mind? Yes No If yes, explain Initial choose to walk towards the back of the plane, but my husband saw too many wires imetal hanging down, so we changed directions and neaded to the side exit.
32. If you used an over-wing exit, how did you get off the wing? belly of the plane was sheared up St we could climb down.
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

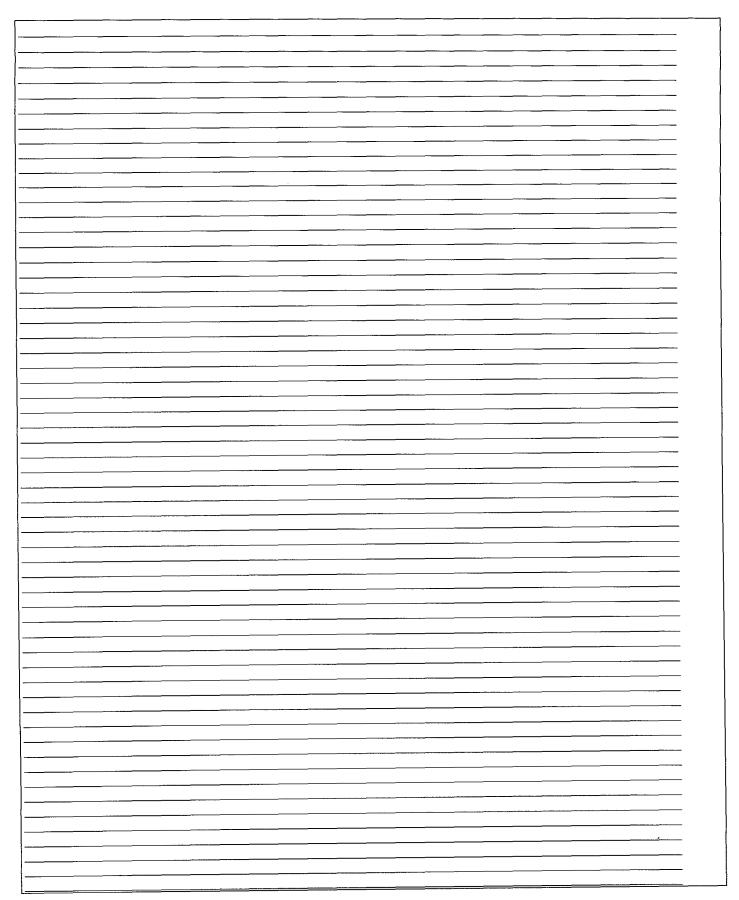
Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? ☐ Yes ☐ No ☑ Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? ☐ Yes ☑ No If yes, describe
45. Did you climb over any seats during the evacuation? Yes No If yes, describe Don't remember
46. Did you see anyone climb over the seats? Yes No

47. Did you see any passengers pushing other passengers? ☐ Yes No
48. Did you get pushed? ☐ Yes ☑ No
49. Did you push anyone? ☐ Yes ☑ No
50. Were there any disputes among passengers during the evacuation? ☐ Yes ☐ No ☑ Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes \[\] No If yes, explain why they were moving slowly. Man was blaking exit door because he was trying to take his suitcase down the side of the plane with him.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other
55. If you were traveling with a child, were you using a child safety seat? Yes No
56. Were you seated with your companion(s)? ☐ Yes No
57. Did you evacuate with your traveling companion(s)? Yes \[\sum \ No \]
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☑ Personal Decision ☐ Can't recall
67, At the time, did you know why an evacuation was necessary? Yes \sum No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? ☐ Yes ☐ No ☑ Not enough time ☐ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes \[\sum \text{No} \] No \[\text{If no skip to item 74} \]
73. Why did you remove your shoes? Saw others removing shoes Other Still off during the crash
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the grew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation?
MYes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Fractived Spine Injury & DVN to knee
3 Fractured Ribs Bruising and abrasions to neel No effect on evacuation, advenaline got me off the plane.

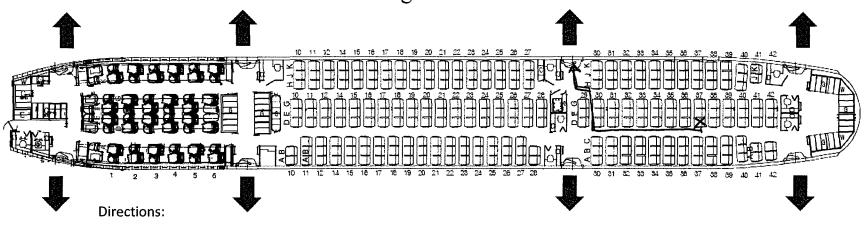
77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation?
Yes No If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other Ribs, heel, knee
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital? Yes, Kaiser Permanente SF
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. NUSDAND, LACERATION TO MIS KNEE.
Your Location
The attached diagram on the last page shows the floor plan of the aircraft.
The attached diagram on the last page shows the hoof plan of the arteract. The doors are indicated by large arrows.
83. Seat Number 37 D
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? ☐ Yes ☑ No
85. Age <u>30</u>
86. Height <u>5' 6"</u>
87. Weight
88. Gender Male 🗹 Female

89. Do you wear corrective lenses? ☐ Yes ☑ No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? ☐ Yes ☑ No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other None
Final Thoughts
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

2. Write the seat where you were seated: 37D

Example: 24D

PASSENGER QUESTIONNAIRE

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7. / Did anyone tell you listening to the pre-flight safety presentation was important? Yes No Explain:
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before
10. Did the safety card information help you in the evacuation? Yes Moo Explain: Not feally. Vor Just NOW + really think about it when everything has Gil gone to fieces. In hindsight, wi instincts were far more helpful.
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Brace Position 12. Were you instructed to brace for impact? There was NO Warning 4+ 411. Yes Mo
13. Did you brace for impact? (Describe position)
MI. I was heading a book when we hit, while we were trashing I was just trying to how on Estat in Position. Thank God for seatlests!
14. Why did you choose this position? Choile? There was No Choice. All You Can Do in the Flight attendant instruction
Emergency Exits 15 When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation Will Forget This During the Cash.
16 Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
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Γ		
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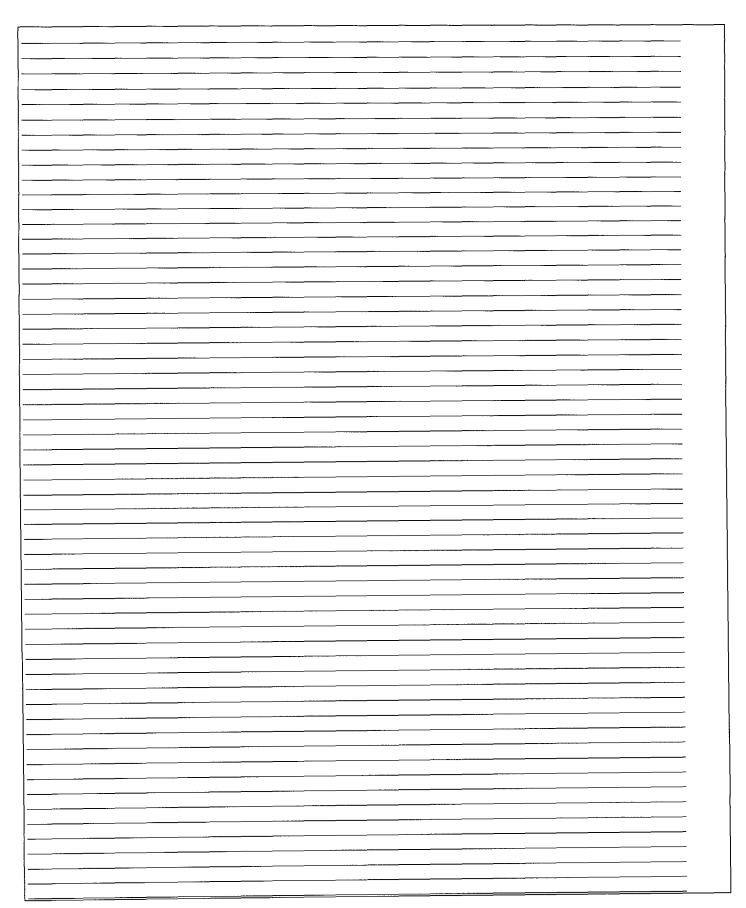
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61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation.

Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? I had that Seat Belt Offlow Yes No Seatbelt was not buckled MY CAVY ON BEFORE I COULD EVEN THINK OF
Communication 66. Who first informed you that an evacuation was necessary? It was Blothed BNUS: Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67/At the time, did you know why an evacuation was necessary? We had OBViAUSIY JUST CRASHED. Yes \(\subseteq No \)
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70. Did you hear the flight attendants giving instructions during the evacuation? I will to hear God Month of the flight attendants giving instructions during the evacuation? I will to hear God Month of the flight attendants giving instructions during the evacuation? I will to hear God Month of the flight attendants giving instructions during the evacuation?
Some words difficult to hear Most words difficult to hear
72 Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes Who
If yes, what were you asked to do and did you do the task.
Injury
76./Did you sustain any injuries prior to the evacuation? Ves
If yes, describe the injuries, how they occurred and the effect they had on your evacuation Jawwy al My name is the claw, Jawwy al My name is the claw,
Grand My neck -
6 Commoting
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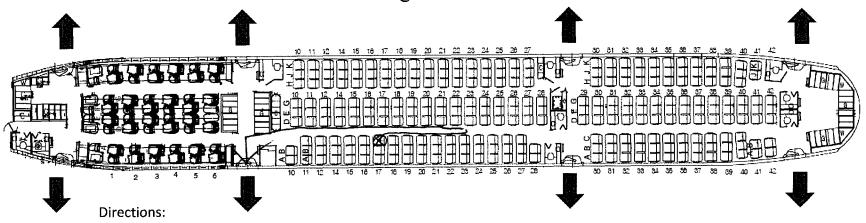
/
77. Did you sustain any injuries during the evacuation? Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation?
If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other Hand, Neck Fines,
80. Description of injuries suffered? (Check all that apply) Sprain
81. Were you transported to a hospital? If yes, how and which hospital? Not i minusely well to the way to make the word of the hospital? Not i minusely well to the way to have the word of the way of the injured passengers during or after the evacuation? Please describe their location/condition. YOUNG IN THE SAMPLE AT WITH POSITION OF CONTINUE CONTINUES.
Your Location The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
$ _{85. \text{ Age}} = \frac{30}{2}$
86. Height 62
87. Weight 165
88. Gender

89. Do you wear corrective lenses? V Yes No
90. Were you wearing your corrective lenses during this flight? 1. Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation?
Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
Prior to departure, was your ability to evacuate affected by any of the following: No Glasses + White Small of Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery - NO VISION Other
94. How often do you travel by air? ☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year ☐ More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. I Shall have listened to the FMT That told we have that I thought that Since Nothick was factor who was factor to the fearly who was a final paper if thought that I should but at Some form.
Letting Bags can slow things fown, But what really teles slows things fown is getting yourself under control. After getting bags, taking them off is the best thing, leaving them in the iste is really bad, wasting more time to fut them back is take worse than taking them with you.
When the time comes you weed the BODY to remember
What to DO Not the mind. Passangers should Practice
evaluations. and Plint attendends & Pilotse
Emergency restable feetle.



Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: 🕽	⟨ —		
2. Write the	seat where you were seated: _	176	-
Example:			

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No Explain:
Explain.
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? ☐ Yes ☒ No
Explain: most people were two stumped to tollow procedures
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card? N/A
Brace Position 12. Were you instructed to brace for impact? Yes \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
13. Did you brace for impact? (Describe position) 13. Vest years of their
ves; Grabbed states of that
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please instruct
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Electron Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No	
20. Did you read the instructions for operating the exit? ☐ Yes ☐ No	
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24	
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other	İ
23. Did you have any difficulties opening the exit? Yes No Explain:	_
24. Did you use this exit? XYes No	_
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other that was the annument upon	
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit X I was directed by eabin staff- X It was the only available exit The other exit was blocked I followed other passengers I It was the closest exit Other	
27. Were you directed away from a specific exit? ☐ Yes □ No	
28. Were you directed toward a specific exit? X Yes □ No	
29. Did you follow these directions? ☐ Yes ☐ No	
30. Did you pass a usable exit at the direction of a flight attendant? Yes No	
31. Did you select an exit and then change your mind? Yes No If yes, explain	
32. If you used an over-wing exit, how did you get off the wing?	
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? ☐ Yes ☐ No ☐ Not Applicable	

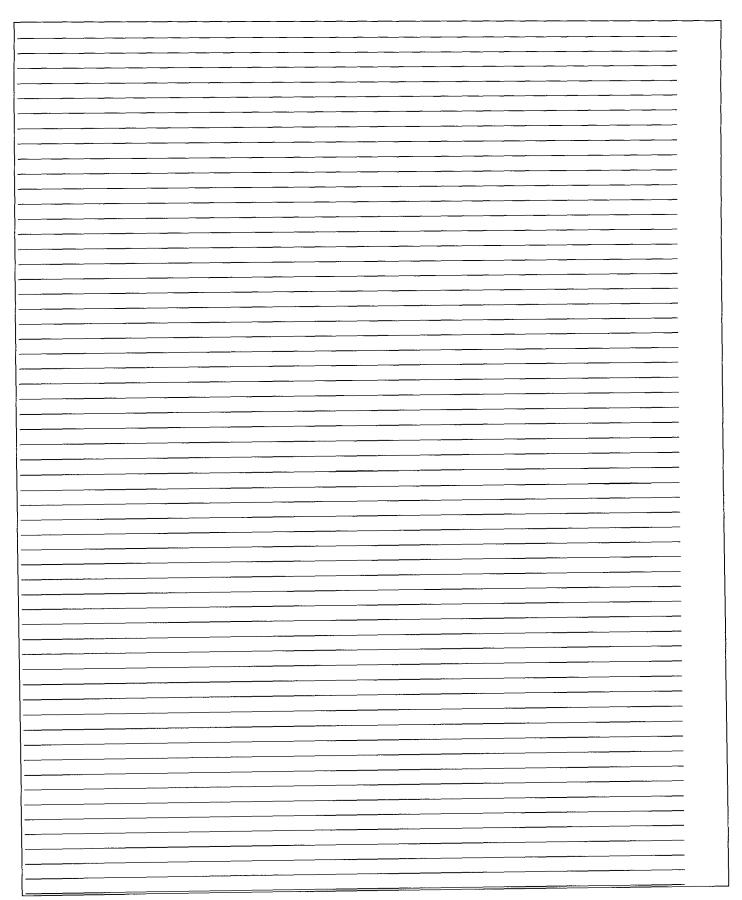
Carry-on Baggage
34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No \times one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? ☐ Yes ☐ No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? Yes \[\int \] No

47. Did you see any passengers pushing other passengers? Yes No	
48. Did you get pushed? ☐ Yes ☑ No	
49. Did you push anyone? Yes No	
50. Were there any disputes among passengers during the evacuation? ☐ Yes ☐ No ☐ Don't know	
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes X No If yes, explain why they were moving slowly.	
52. Did you consider another exit because of slow moving lines? ☐ Yes ☑ No	
53. Were you traveling with anyone? Yes No If no skip to item 58	
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Parents	
55. If you were traveling with a child, were you using a child safety seat? ☐ Yes ☐ No	
56. Were you seated with your companion(s)? ☐ Yes ☐ No	
57. Did you evacuate with your traveling companion(s)? ✓ Yes □ No	
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other	
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:	
59. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree	
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree	
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Agree Strongly Agree	
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree	

Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? ☐ Yes ☐ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? ☐ Yes ☐ No ☐ Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? ☐ Yes ☐ No ☐ Not enough time ☐ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Dot enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? [X] Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions? 60 00 this dow! 60! (10!
72. Did you remove your shoes during the evacuation? Yes \times No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Injury 76. Did you sustain any injuries prior to the evacuation? Yes X No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

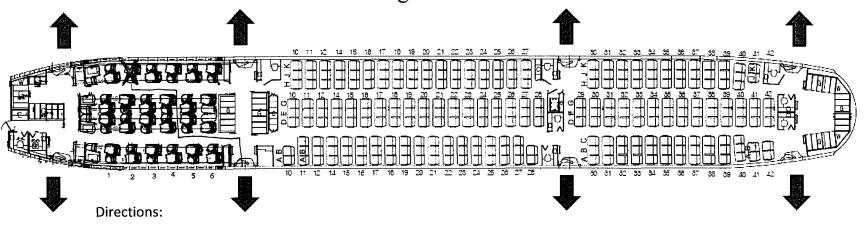
77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
bruise un mid 1891; no effect on & va Cuatium
78. Did you sustain any injuries after the evacuation?
Yes No If yes, describe the injuries and how they occurred
vipped toenail; occured to my woring through the grass sliding down emergency stide
Shiff neck
79. Describe the location of injuries suffered?
Wrist Ankle Leg Arm Back Face Head Other <u>nℓℓ</u> k
80. Description of injuries suffered? (Check all that apply)
Sprain Fracture Concussion Broken Back Dislocation Strain
Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which
hospital? ambulance; Stanford Huspital
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
injured passenger flight attendant on ground being assisted by two passenger
Your Location
The Control of the Co
The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number2E
Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information
84. Have you ever had to evacuate an aircraft before?
84. Have you ever had to evacuate an aircraft before? Yes \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
84. Have you ever had to evacuate an aircraft before?
84. Have you ever had to evacuate an aircraft before? Yes \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
84. Have you ever had to evacuate an aircraft before? Yes No 85. Age 14 86. Height 5'35"
84. Have you ever had to evacuate an aircraft before? Yes No No 14
84. Have you ever had to evacuate an aircraft before? Yes No 85. Age 14 86. Height 5'35"

89. Do you wear corrective lenses? Yes No	
90. Were you wearing your corrective lenses during this flight? Yes No	
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No	
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No	
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Difficulty or recent surgery Other	
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
95. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None	
Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacual and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items and what improvements or changes to the design and operation of safety equipment you might suggest.	11119
such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional papaeeded. There was were no instructions or warnings given prior to crash.	CI II
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Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

such release. Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the Please contact the NTSB via the email address provided above, or via telephone at questionnaire via fax to if you have any questions. Thank you for your assistance in this investigation. Safety Briefing How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% 🔯 50% ☐ 25% ☐ None If All, go to question 4 Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear Is English your primary language? Yes No (if No, what is your primary language? 6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain:

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No
Explain: Don't Remember
8. When did you read the safety instruction card in the seatback in front of you?
Prior to flight During pre-flight briefing In-flight Did not read
If you read the safety card skip to item 10
9. Why did you not read the safety card?
Read it before Could not find Was not there Could not understand
Not important Other
10. Did the safety card information help you in the evacuation?
Explain: from prevous ? ? > flight
Explain: 1 to 10 10 10 10 10 10 10 10 10 10 10 10 10
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make
for improving the presentation or safety card?
None
Brace Position
12. Were you instructed to brace for impact?
Yes No
13. Did you brace for impact? (Describe position) No - to fast and Sudden & react did try & Rold my Read with my Rands, but to
No - Tow fast and solder to the
- did try t kold my head will my hand, but to
much furce to had on
14. Why did you choose this position?
Flight attendant instruction Looked at safety briefing card Copied people around me
Previous knowledge Other, please
\mathbf{p}
Emergency Exits
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
During the evacuation
16. Where did you look for an exit? (Check all that apply)
In front of me Behind me Left of me Kright of me
17. Warm was gooted in an amarganay axit row?
17. Were you seated in an emergency exit row? ☐ Yes ☑ No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?
Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
20. Did you read the instructions for operating the exit? Yes □ No in previous flight of >>> 21. Did you open, or attempt to open, an exit yourself? Yes □ No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? Yes \sum No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I that was the only available exit The other exit was blocked I followed other passengers I that the closest exit Other This is the first one opened.
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No HA - No Instructions were given
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

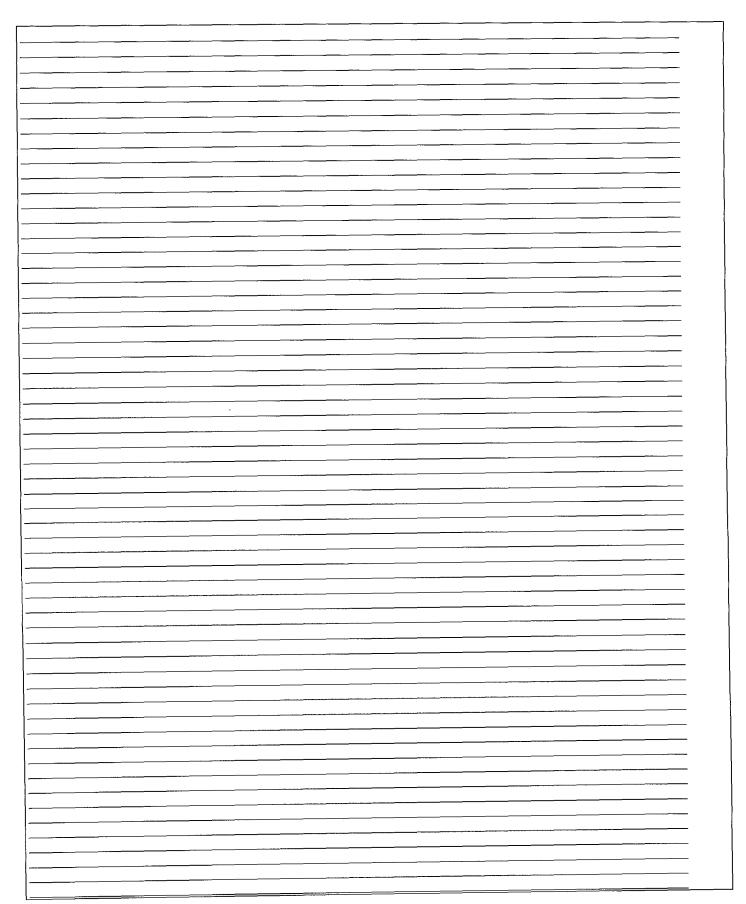
Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? ☐ Yes ☒ No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Other Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes \(\sum \text{No}\) If yes, describe \(\sum \text{Uas Natchij the lenergence}\) exits, but \(\text{H took forever to opportunity of the lenergence}\)
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? Yes No

47. Did you see any passengers pushing other passengers? Yes No
48. Did you get pushed? ☐ Yes ☑ No
49. Did you push anyone? ☐ Yes
50. Were there any disputes among passengers during the evacuation? Yes No Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes No If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? X Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Clarge 14
55. If you were traveling with a child, were you using a child safety seat? Yes No
56. Were you seated with your companion(s)? ✓ Yes □ No
57. Did you evacuate with your traveling companion(s)? Yes \[\sum \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree Strongly Agree Strongly Agree Strongly Agree Disagree Strongly Agree Strongly Agree Disagree Strongly Agree Disagree Strongly Agree Disagree D

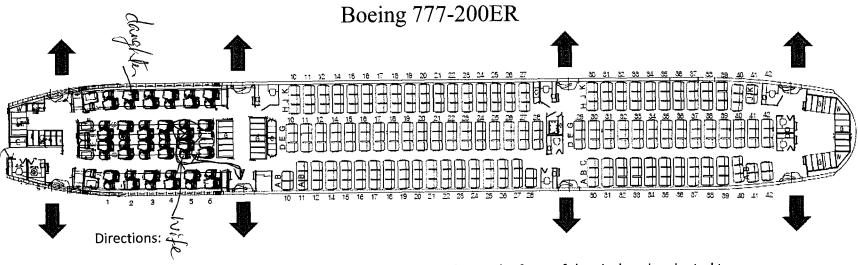
Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary? Yes \(\sum \) No \(Smoke \) Came out, worried about fire
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing No sinstructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries during the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation? Yes No If yes, describe the injuries and how they occurred heck and back pain
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital? Streeture
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
Your Location
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
85. Age <u>\$2</u>
86. Height <u>- ' / 0 "</u>
87. Weight
88/ Gender Male Female

89. Do you wear corrective lenses? X Yes No
90. Were you wearing your corrective lenses during this flight? ☐ Yes ☐ No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Shight Attendant Aviation Mechanic Other None
Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

National Transportation Safety Board Washington P.C. 20594

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The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of

Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.	
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio	
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None If All, go to question 4	
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other May flow Waxana in way to thousand nothing which presentation?	
Heard every word Some words difficult to hear Most words difficult to hear 5., Is English your primary language? Yes No (if No, what is your primary language?)	
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain:	

7. Did anyone tell you listening to the pre-flight safety presentation was important? Yes No Explain: Charles Company
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? ☐ Yes ☒ No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Brace Position 12. Were you instructed to brace for impact? Yes No 13. Did you brace for impact? (Describe position) Through my sent next and attempted to protect my mom.
14. Why did you choose this position? Flight attendant instruction Previous knowledge Other, please Autual render
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) [Mathematical Information of me and Description of
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No	
20. Did you read the instructions for operating the exit? Yes No	
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24	
22. What caused you to open the exit? Flight attendant P.A. announcement Personal assessment Other	
23. Did you have any difficulties opening the exit? Yes No Explain:	
24. Did you use this exit? Yes No	
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other	
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I the other exit was blocked I followed other passengers I the was the closest exit Other	
27. Were you directed away from a specific exit? ☐ Yes ☐ No	
28. Were you directed toward a specific exit? Yes No	
29. Did you follow these directions? Yes No	
30. Did you pass a usable exit at the direction of a flight attendant? Yes No	
31. Did you select an exit and then change your mind? Yes No If yes, explain	
32. If you used an over-wing exit, how did you get off the wing? And aff the wing?	
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable	

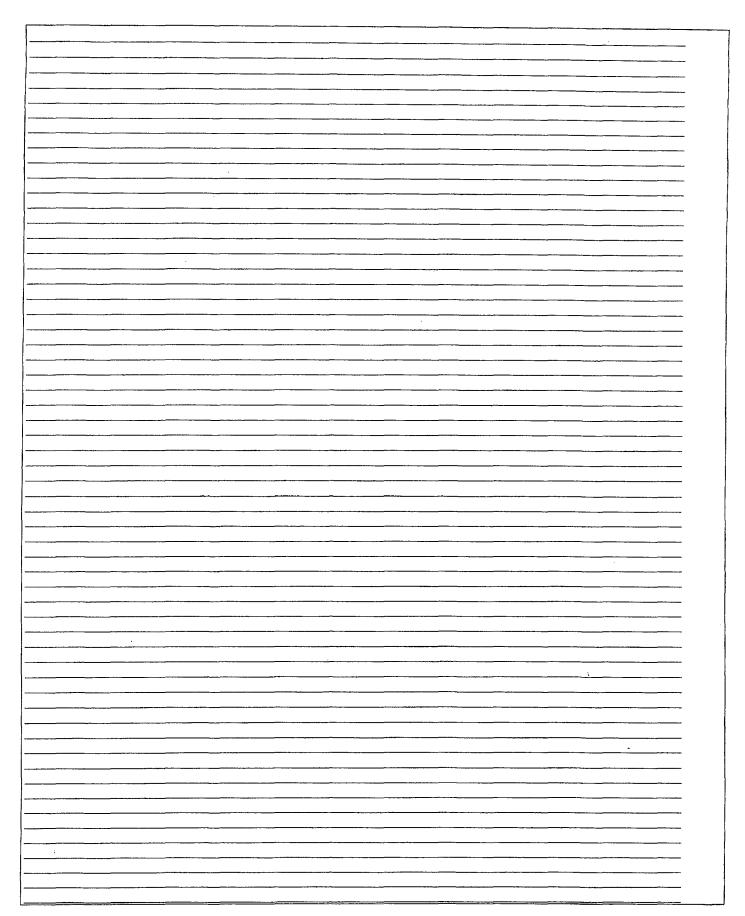
	Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
	35. Did you have to gate check a bag you were planning to carry on? Yes No
_{(ፍ} . ኃ	36. Where did you store your: Purse:
,	37. Did you attempt to take any carry-on items with you during the evacuation? Yes \sum No
	If no, skip to item 40
	38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
	39. Where were the items stored? Under seat Overhead bin Closet Other
	40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other Thur Wille
	41. Did other passengers attempt to take carry-on items? Yes \[\sum \text{No} \sum \text{Don't know} \]
	42. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes ☐ No ☐ Don't know
	43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? ☐ Yes ☐ Don't know
	44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
	45. Did you climb over any seats during the evacuation? Yes No If yes, describe
	46. Did you see anyone climb over the seats? Yes No

Yes No No No No No No No N	
49. Did you push anyone? Yes	47. Did you see any passengers pushing other passengers? Yes No
Yes No No Don't know	
Yes No Don't know	
to the exti ? No If yes, explain why they were moving slowly Yes, explain why they were moving slowly Yes, explain why they were moving slowly Yes, explain why they were moving slowly Yes No If no skip to item 58 31. Were you traveling with anyone? Yes No If no skip to item 58 34. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Nother Thutten 55. If you were traveling with a child, were you using a child safety seat? Yes No No 56. Were you scated with your companion(s)? Yes No No 57. Did you evacuate with your traveling companion(s)? Yes No No Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant scats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements: 99. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 62. My age assisted me in the evacuation.	
If yes, explain why they were moving slowly,	51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
Second S	· I' \
S2. Did you consider another exit because of slow moving lines? Yes No	
Strongly Disagree	
Yes No No No No No No No N	The transfer of the state of th
Yes	
Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend All Other Must Spouse Spou	
Yes No	
Yes No No	
Yes No S8. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other Other Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements: 59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 62. My age assisted me in the evacuation.	56. Were you seated with your companion(s)? Yes No
Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements: 59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 62. My age assisted me in the evacuation.	
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements: 59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree 60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Agree Strongly Agree 61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Agree Strongly Agree 62. My age assisted me in the evacuation.	☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections) ☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins ☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets ☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Agree Strongly Agree 60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Ane in the evacuation. Strongly Disagree Strongly Agree 61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Ane in the evacuation. Strongly Disagree Disagree Ane in the evacuation. My age assisted me in the evacuation.	Other
Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree 60. My physical size assisted me in the evacuation. □ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree 61. My physical condition assisted me in the evacuation. □ Strongly Disagree □ Neutral □ Agree □ Strongly Agree 62. My age assisted me in the evacuation. □ Agree □ Strongly Agree	Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
Strongly Disagree Disagree Neutral Agree Strongly Agree 61. My physical condition assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree 62. My age assisted me in the evacuation. Agree Strongly Agree	
Strongly Disagree Disagree Neutral Agree Strongly Agree 62. My age assisted me in the evacuation.	

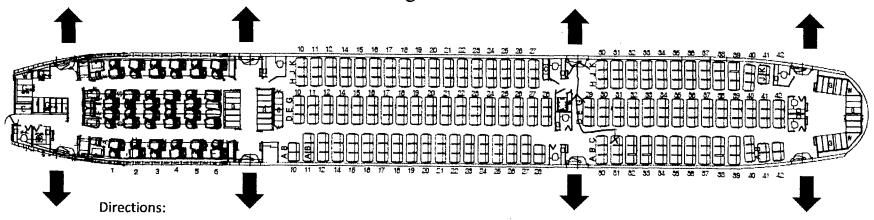
Scat Belt Usage 63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes \[\sum \text{No} \] No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation? Yes \(\sum \) No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77 Did you quotain any injuries during the angular the property of	
77. Did you sustain any injuries during the evacuation? Yes No	
If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
and don't mou	
79 Did you quater any injuries after the annualized	
78. Did you sustain any injuries after the evacuation? Yes No	
If yes, describe the injuries and how they occurred	
79. Describe the location of injuries suffered?	
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other My note thrusc 80. Description of injuries suffered? (Check all that apply)	
What Alikie Leg Alin Back Face Head Other // M Md. Morar	
80. Description of injuries suffered? (Check all that apply)	
Sprain Fracture Concussion Broken Back Dislocation Strain	
Burn Abrasions (Lacerations & Bruises) Smoke inhalation	
Other Shloke inhalation	
81. Weige you transported to a hospital? If yes, how and which	
hospital? the year year, SF Henrich by ambulance	
mospian: the start for, St Have the , by ampulance	
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/gondition	
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. Sur name the please describe their location/condition.	
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The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows. 83. Seat Number	では できません かいかい かいかい かいかい かいかい かいかい かいかい かいかい かい
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows. 83. Seat Number	では、 では、 では、 では、 では、 では、 では、 では、

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes \[\sum \text{No} \]
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes \sum No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.



San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Nutional Transportation Safety Beard Waterstown S.C. 19592

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of

Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None If All, go to question 4
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
5. Is English your primary language? Yes No (if No, what is your primary language?)
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain:

7. Did anyone tell you listening to the pre-flight safety presentation was important? Yes No Explain: I don't remember	
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10	
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other	
10. Did the safety card information help you in the evacuation? Yes No Explain:	
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you m for improving the presentation or safety card?	ake
12. Were you instructed to brace for impact? Yes No No 13. Did you brace for impact? (Describe position)	
14. Why did you choose this position? Thight attendant instruction Description: Other, please natural reaction	
15 When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation	
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
17. Were you seated in an emergency exit row? Yes No If no skip to item 20	
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? ☐ Yes ☐ No	

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
20. Did you read the instructions for operating the exit? Yes No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? Flight attendant P.A. announcement Personal assessment Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? XYes No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I bt was the only available exit The other exit was blocked I followed other passengers It was the closest exit Other It was the only exit I saw
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes \square No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

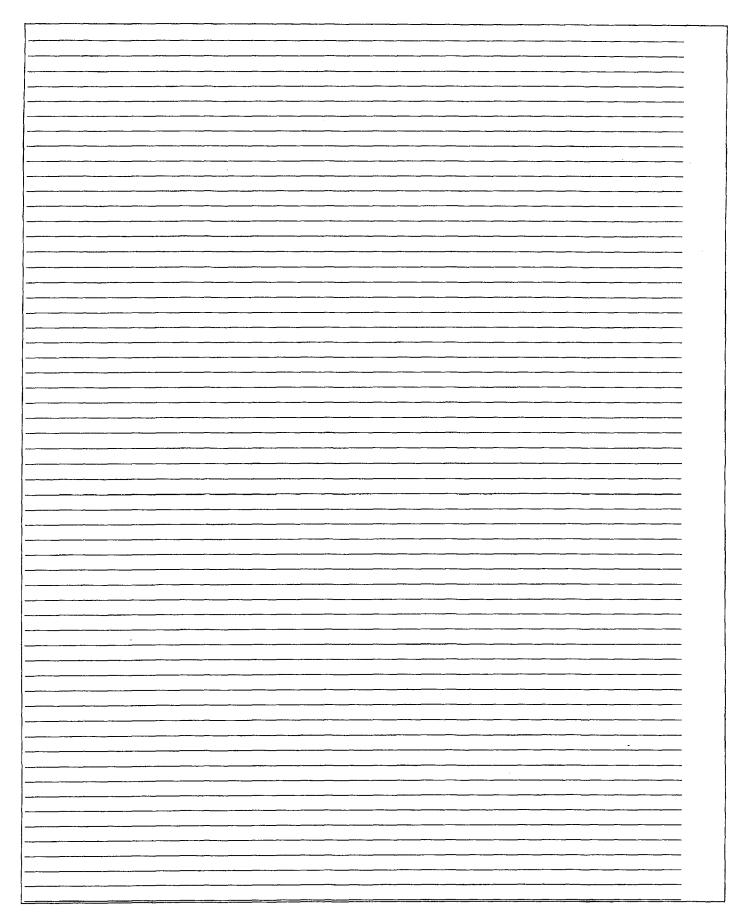
	Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No Sone bag 2 bags 3 bags more than 3 bags
	35. Did you have to gate check a bag you were planning to carry on? Yes No
pact	36. Where did you store your: Purse: Under seat Overhead bin Closet Not applicable Other Briefcase: Under seat Overhead bin Closet Not applicable Other Computer: Under seat Overhead bin Closet Not applicable Other Suitcase 1: Under seat Overhead bin Closet Not applicable Other Suitcase 2: Under seat Overhead bin Closet Not applicable Other
	37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
	If no, skip to item 40
	38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other Gift
	39. Where were the items stored? Under seat Overhead bin Closet Other
	40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other There with me
	41. Did other passengers attempt to take carry-on items? Yes No Don't know
	42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
	43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
	### Passenger Tehavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
-	
	45. Did you climb over any seats during the evacuation? Yes No If yes, describe
-	
	46. Did you see anyone climb over the seats?
	Yes No

17 D:1
47. Did you see any passengers pushing other passengers? Yes No
4& Did you get pushed? Yes No
49. Did you push anyone? Yes No
50. Were there any disputes among passengers during the evacuation? Yes No Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes
If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Mother
55. If you were traveling with a child, were you using a child safety seat? No
56. Were you seated with your companion(s)? Yes \[\sum \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
57. Did you evacuate with your traveling companion(s)? Yes No
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Strongly Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Disagree Strongly Agree
52. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

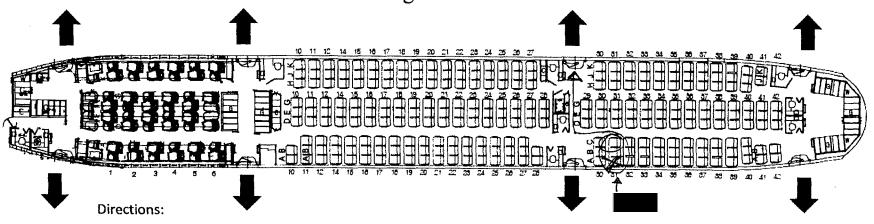
Seat Belt Usage 63. Was your seat belt fagtened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries during the evacuation?
Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
I don't know
78. Did you sustain any injuries after the evacuation?
☐ Yes ☑ No
If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other Bruising
Bruising
80. Description of injuries suffered? (Check all that apply)
Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation
Other
81. Were you transported to a hospital? If yes, how and which hospital? SF General by Ambulance
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
I saw many injured passengers
公司,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是 第一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就
The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number 31 A
65. Beat Hamber
Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used) Indicate the empty seats in your vicinity by placing "E" on that seat.
- indicate the empty seats in your vicinity by placing 12 on that seat.
84. Have you ever had to evacuate an aircraft before?
Yes No
85. Age
86. Height
87. Weight
88. Gender
88. Gender Male Female

89, Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Shight Attendant Aviation Mechanic Other None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation
and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if
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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example:	x —	
2. Write the	e seat where you were seated:	
Example:	24D	

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

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Yes No

(if No, what is your primary language?

Yes who was a sour primary language? 6. Did the pre-flight safety presentation help during the evacuation? Yes X No Explain:

7. Did anyone tell you listening to the pre-flight safety presentation was important? ☐ Yes ☒ No
Explain:
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? ✓ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand ☐ Not important ☐ Other
10. Did the safety card information help you in the evacuation? ☐ Yes ☑ No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Brace Position 12. Were you instructed to brace for impact? ☐ Yes ☒ No
13. Did you brace for impact? (Describe position) No. DiD not have time to brace for impact. There was no warning at all before the accident landing.
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Copied people around me
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

	I
19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No	
20. Did you read the instructions for operating the exit? ☐ Yes ☒️ No	
21. Did you open, or attempt to open, an exit yourself? ☐ Yes No If no, skip to item 24	}
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other	
23. Did you have any difficulties opening the exit? Yes No Explain:	
24. Did you use this exit? Yes No	
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other When Exit dear was open	
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff It was the only available exit The other exit was blocked I followed other passengers It was the closest exit Other	
27. Were you directed away from a specific exit? Yes No	
28. Were you directed toward a specific exit? Yes No	
29. Did you follow these directions? Yes No	
30. Did you pass a usable exit at the direction of a flight attendant? Yes No	
31. Did you select an exit and then change your mind? ☐ Yes ☑ No If yes, explain	
32. If you used an over-wing exit, how did you get off the wing?	
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable	

Carry-on Baggage
34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? ▼ Yes □ No
If no, skip to item 40
38. What items did you need to take? ☐ Medicines ☑ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer ☐ Job related items ☐ Sentimental items ☐ Other
39. Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other The carry-on bags likely burned with the during evacuation 1. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes ☐ No ☒ Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
45. Did you climb over any seats during the evacuation? ☐ Yes ☑ No If yes, describe
46. Did you see anyone climb over the seats? Yes No

		you see any passengers pushing other passengers? No	
		you get pushed? No	
		you push anyone? No	
		e there any disputes among passengers during the evacuation? No Don't know	
to t	he ex Yes	you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line it)? No column to the passenger in front of you moving slower than the line it)? Solumn to the passenger in front of you moving slower than the line it)? Solumn to the passenger in front of you moving slower than the line it)?	
		you consider another exit because of slow moving lines? No	
		e you traveling with anyone? No If no skip to item 58	
54.	Witl Spou	whom were you traveling? (Check all that apply) se Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other 14 years of Chi	c
55.	If yo Yes	bu were traveling with a child, were you using a child safety seat? No	
56.	Wer Yes	e you seated with your companion(s)? No I sat with my husband, my daughter was scaled several you evacuate with your traveling companion(s)?	01
57.	Did Yes	you evacuate with your traveling companion(s)? ☐ No	
	Seat Fligh Lugg	any of the following slow your movement during the evacuation? (Check all that apply) tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) at attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins tage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets sets Broken cabin interior Overhead bins Curtains None of the above The waited in Seats wondering why exit door was not open.	1.
		rovide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:	
		er passengers in general were cooperative during the evacuation. ngly Disagree	
		physical size assisted me in the evacuation. ngly Disagree	
		physical condition assisted me in the evacuation. ngly Disagree	
		age assisted me in the evacuation. ngly Disagree	

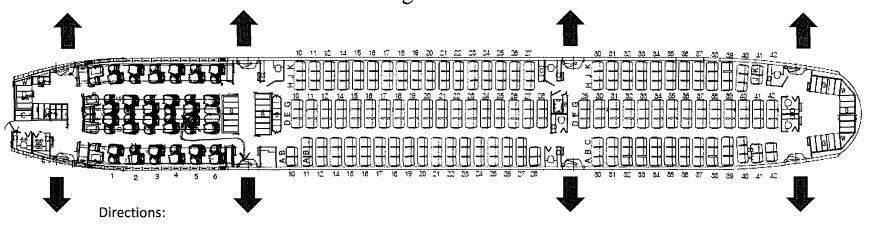
Seat Belt Usage	
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Fur -buckeled the seat belt when a replaced the Yes No No No Complete stopped.	1171
64. Did you have any difficulties unfastening your seat belt? Yes No Complete stopped.	• .
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled	
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall	
67. At the time, did you know why an evacuation was necessary? Yes No	
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall	
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall	
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing	
71. Describe the flight attendants' instructions? Since the 1st lounding (tail hit the nall Flater (cared.) until my evacual of did not hear anything by attendants nor pilots.	tion
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74 but I lost, my shoes (slippers) during landing	
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other	
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other	
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.	
76. Did you sustain any injuries prior to the evacuation?	
▼ Yes □ No	
leg and nich. The landing had such tremenders force that it pushed me no, down and to left side of seat. The injuries	
The pagnetial to the procuestion	

77. Did you sustain any injuries during the evacuation? ☐ Yes ☒ No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation?
☐ Yes ► No If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other de mage dick between neck spine, bruses all ever my left le Thave finnitus since the aircraft accident. 81. Were you transported to a hospital? If yes, how and which hospital? Yes. By ambulence to Stanford Hospital in Palatto. 82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. <u>Lonly saw other passengers in airport lawn after the evacuation.</u>
Your Location
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
The doors are indicated by large arrows. 83. Seat Number I changed seart with my daugter when u board airplane. Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat If you are NOT SURE of your seat position place a question mark "?" on that seat.
 Position of other passengers and/or traveling companions. Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
85. Age <u>50</u>
86. Height
87. Weight 12-0 Pbs
88. Gender Male Female

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? ☐ Yes ☒ No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? ☐ Yes ☒ No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. When the airplane stopped, the exit door was not open for any to a while otherwise would leave airplane soone.
1 10000 2500000 000000000000000000000000
auité à white. Otherwise: Would leave airplane soone
auité à white. Otherwise: Would leave airplane soone
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auite a while. Otherwist. Would trave airprine soone
auté à white. Otherwise. Would leave air plane soone

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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

National Transportation, Safety Beard Washington 1) C. 20504

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by

section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio
2., How much of the preflight Safety Presentation did you watch? ☑ All ☐ 75% ☐ 50% ☐ 25% ☐ None If All, go to question 4
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
5. Is English your primary language? ☐ Yes ☑ No (if No, what is your primary language?)
6. Did the pre-flight safety presentation help during the evacuation? ☐ Yes ☑ No Explain:

7. Did anyone tell you listening to the pre-flight safety presentation was important? Yes No
Explain: I don't remember
8. When did you read the safety instruction card in the seatback in front of you? ☐ Prior to flight ☐ During pre-flight briefing ☑ In-flight ☐ Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? ☐ Yes ☑ No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card? I put my arms around my daughter,
The act Projection 12. Were you instructed to brace for impact? ☐ Yes ☑ No
13. Did you brace for impact? (Describe position)
14. Why did you choose this position? Flight attendant instruction
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16, Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No	
20. Did you read the instructions for operating the exit? Yes No	
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24	
22. What caused you to open the exit? Flight attendant P.A. announcement Personal assessment Other	
23. Did you have any difficulties opening the exit? Yes No Explain:	
24. Did you use this exit? Yes No	
25. When did you decide which exit to use? ☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle ☐ Other	
26. For what reasons did you choose this exit? (Check all that apply) ☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit ☐ The other exit was blocked ☑ I followed other passengers ☑ It was the closest exit ☐ Other	
27. Were you directed away from a specific exit? ☐ Yes ☑ No	
28. Were you directed toward a specific exit? Yes No	
29. Did you follow these directions? Yes No	
30. Did you pass a usable exit at the direction of a flight attendant? ☐ Yes ☑ No	
31. Did you select an exit and then change your mind? Yes No If yes, explain	
32. If you used an over-wing exit, how did you get off the wing? I jumped	
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? ☐ Yes ☐ No ☐ Not Applicable	į

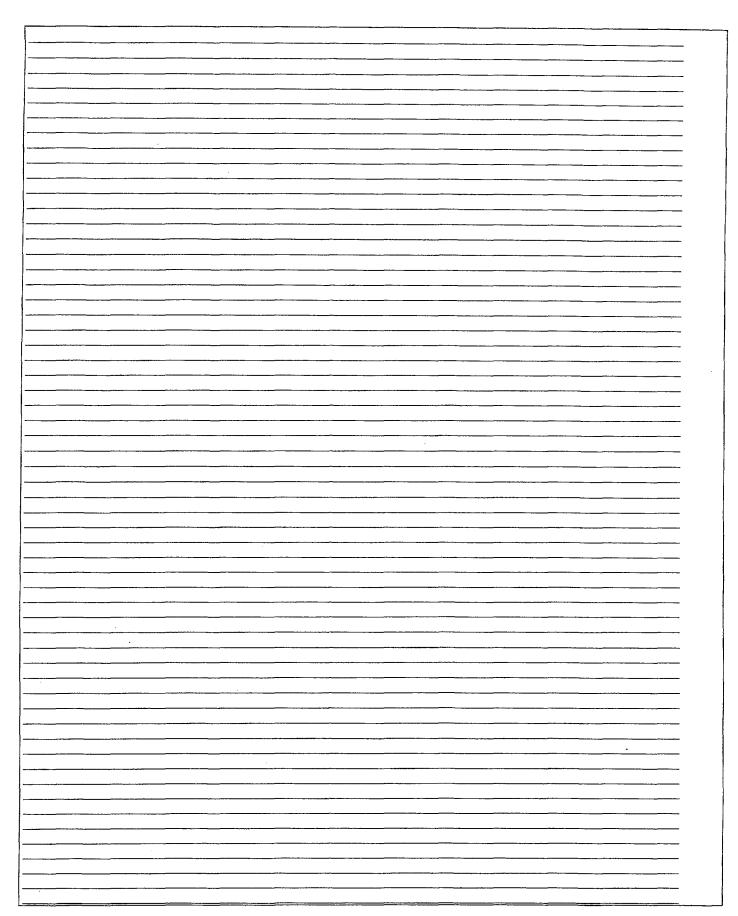
Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes V No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes \[\sum \text{No} \]
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39, Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other Thook them with me
41., Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? ☐ Yes ☑ No ☐ Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? ☐ Yes ☑ No If yes, describe
45. Did you elimb over any seats during the evacuation? ☐ Yes ☑ No If yes, describe
46. Did you see anyone climb over the seats? Yes No

47. Did you see any passengers pushing other passengers? Yes No
48, Did you get pushed? Yes No
49. Did you push anyone? ☐ Yes ☑ No
50. Were there any disputes among passengers during the evacuation? Yes No Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? / Yes No
If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? ☐ Yes ✓ No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other ch. Uren
55. If you were traveling with a child, were you using a child safety seat? ☐ Yes ☐ No
56, Were you seated with your companion(s)? Yes No
57, Did you evacuate with your traveling companion(s)? Yes No
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Sealley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree
60. My physical size assisted me in the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree
61. My physical condition assisted me in the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67, At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation The impact

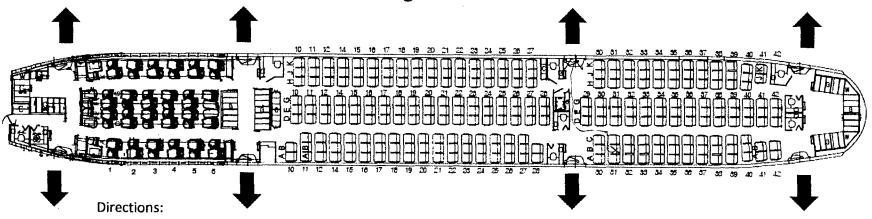
77. Did you sustain any injuries during the evacuation? Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation? Yes No
If yes, describe the injuries and how they occurred
I don't know
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other chest/side
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain
Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital? SF general by ambulance
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. Leave many injured passengers.
Your Location with the second
The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number 318
Please indicate the following locations on the diagram:
 If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? ☐ Yes ☑ No
85. Age <u>52</u>
86. Height
87. Weight
88. Gender
Male Female

89. Do you wear corrective lenses? Yes \[\sum \text{No} \]
90. Were you wearing your corrective lenses during this flight? Yes \[\sum \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Shone None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

2. Write the seat where you were seated: 31 B

Example: 24D

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

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	1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio Don't Remember
	2. How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None
	3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
1	4. How well could you hear the presentation? ☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
	5. Is English your primary language? X Yes No (if No, what is your primary language?)
	6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: See Hem Moer

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No Explain: See Item number
Explain: See Item number
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read Too not semble. If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? Yes No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
· · · · · · · · · · · · · · · · · · ·
12. Were you instructed to brace for impact? Yes No
13. Did you brace for impact? (Describe position) The impact was a complete surprise and after the most I imagine I btabalized myself as anyone would.
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Sec Sec
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation During the evacuation During the evacuation when, but it was before the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me I looked a a lound. 17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
20. Did you read the instructions for operating the exit? Yes No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? Flight attendant P.A. announcement Personal assessment Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit?
Yes No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other OS of Less Starts for move
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff It was the only available exit The other exit was blocked I followed other passengers I that the closest exit Other
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No NA
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse: But and Your Seat Overhead bin Closet Not applicable Other Briefcase: Under seat Overhead bin Closet Not applicable Other Computer: Under seat Overhead bin Closet Not applicable Other Suitcase 1: Under seat Overhead bin Closet Not applicable Other Suitcase 2: Under seat Overhead bin Closet Not applicable Other
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other Beacuse there was no movement 39. Where were the items stored? My takknik and it didn't get in the way. Under seat Overhead bin Closet Other Othe
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? ☐ Yes ☑ No ☐ Don't know
Paterager Blankov 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe There was no exit for overamment and Think that people gathered in trant of the exit.
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? Yes No

47. Did you see any passengers pushing other passengers? ☐ Yes ☐ No
48. Did you get pushed? Yes No
49. Did you push anyone? Yes No
50. Were there any disputes among passengers during the evacuation? Yes No Don't know There was general panic 51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
Yes No If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? X Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Significant of her
55. If you were traveling with a child, were you using a child safety seat? Yes No NA
56. Were you seated with your companion(s)? ☐ Yes ☐ No
57. Did you evacuate with your traveling companion(s)? ☐ Yes ☐ No
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other Galley tems (Soda cans, carts) Luggage fallen from overhead bins Curtains None of the above Please provide your opinion about thelevacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree X Neutral Agree Strongly Agree

Seat Box Usage 63. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes \int No \int Not enough time \int Can't recall Said to 5tay in My Said. 69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes \int No \int Not enough time \int Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Total
75. Did the crew assign you any duties? Yes X No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Left Side of my kody; neluding left foot Kare, and Ciband while body was jolted and impacted by the crashe

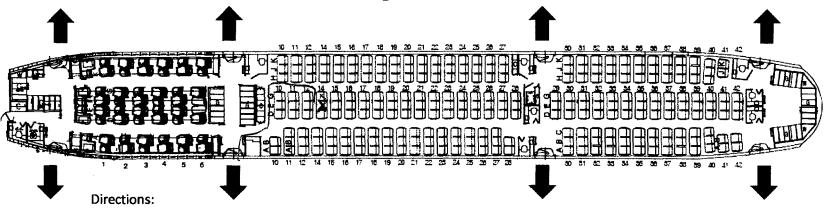
77. Did you sustain any injuries during the evacuation? Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation?
Yes No If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other See tem 76
80. Description of injuries suffered? (Check all that apply)
Sprain S Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation
Dother my whole body was anjacted by the crash
81. Were you transported to a hospital? If yes, how and which hospital? Yes; by ambalance, to Stanford Hospital.
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number 14E
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.
84. Have you ever had to evacuate an aircraft before?
Yes No
85. Age <u>28</u>
86. Height
87. Weight 160165
88. Gender Male Female

89. Do you wear corrective lenses? X Yes No	
90. Were you wearing your corrective lenses during this flight? Yes \(\subseteq \text{No} \)	
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No	
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No	•
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other	
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other Mone	
	uation tems
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuand what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss i such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paneeded.	
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuand what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss i such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional pa	
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Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X		
2. Write the seat where you were seated: _	14 <u>F</u>	
Example: <u>24D</u>		

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the Please contact the NTSB via the email address provided above, or via telephone at questionnaire via fax to if you have any questions. Thank you for your assistance in this investigation. Safety Briefing How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None If All, go to question 4 Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear Is English your primary language? Yes No (if No, what is your primary language? _ Did the pre-flight safety presentation help during the evacuation? ☐ Yes 🔲 No Lyes INNO Explain: Wasn't anything different from what I have heard.

7. Did anyone tell you listening to the pre-flight safety presentation was important?	
∑ Yes	
Explain:	-
	_
	_
	-
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10	
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other	
10. Did the safety card information help you in the evacuation? ☐ Yes ☑ No Explain:	
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions w for improving the presentation or safety card?	ould you make
Brace Position 12. Were you instructed to brace for impact? Yes No	
13. Did you brace for impact? (Describe position) Sat straight up since I didn't know we were about to cro.	<u>L</u>
	_ _ _
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please No fine to do canthon else	
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation	
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
17. Were you seated in an emergency exit row? Yes No If no skip to item 20	
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No	

25. When did you decide which exit to use? □ Before the evacuation order was given □ As I left my seat □ As I traveled down the aisle 26. For what reasons did you choose this exit? (Check all that apply) □ I was called to the exit □ I was directed by cabin staff □ It was the only available exit □ The other exit was blocked □ I followed other passengers □ It was the closest exit ○ Other □ 27. Were you directed away from a specific exit? □ Yes □ No 28. Were you directed toward a specific exit? □ Yes □ No 29. Did you follow these directions? □ Yes □ No 30. Did you pass a usable exit at the direction of a flight attendant? □ Yes □ No 31. Did you select an exit and then change your mind? □ Yes □ No If yes, explain □	19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
Yes No If no, skip to item 24 22. What caused you to open the exit? Personal assessment Other Other Other 23. Did you have any difficulties opening the exit? Yes No No 24. Did you use this exit? Yes No 25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other 26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I t was the only available exit The other exit was blocked I followed other passengers It was the closest exit Other 27. Were you directed away from a specific exit? Yes No 28. Were you directed toward a specific exit? Yes No 29. Did you follow these directions? Yes No 30. Did you pass a usable exit at the direction of a flight attendant? Yes No 31. Did you select an exit and then change your mind? Yes No 31. Did you select an exit and then change your mind? Yes No 31. Did you select an exit and then change your mind? Yes No 32. Were you lie of the content of the direction of a flight attendant? Yes No 33. Did you select an exit and then change your mind? Yes No	
Flight attendant P.A. announcement Personal assessment Other	
Yes No No	
24. Did you use this exit? Yes No	☐ Yes ☐ No Explain:
Yes No 25. When did you decide which exit to use? Before the evacuation order was given	
Before the evacuation order was given	
☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit ☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit ☐ Other ☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit ☐ Other ☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit ☐ Other ☐ Yes ☐ No 28. Were you directed toward a specific exit? ☐ Yes ☐ No 29. Did you follow these directions? ☐ Yes ☐ No 30. Did you pass a usable exit at the direction of a flight attendant? ☐ Yes ☐ No 31. Did you select an exit and then change your mind? ☐ Yes ☐ No If yes, explain ☐ Yes, explain ☐ Yes, explain ☐ Yes ☐ No	☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle
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Yes No 31. Did you select an exit and then change your mind? Yes No If yes, explain	
Yes No If yes, explain	
	☐ Yes ☑ No
32. If you used an over-wing exit, how did you get off the wing?	32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable	

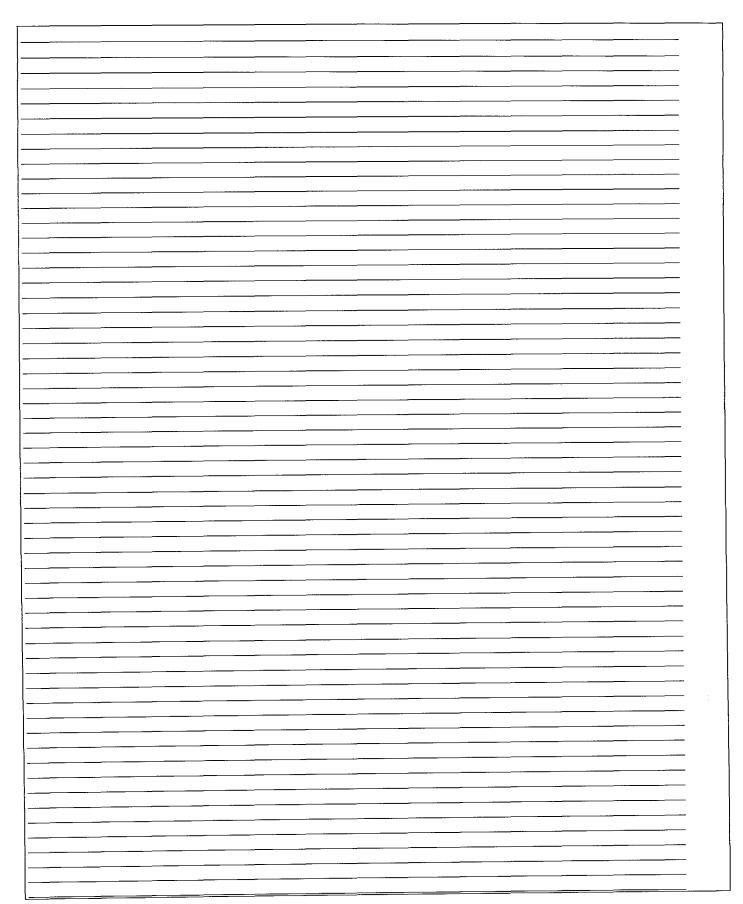
Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? ☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
45. Did you climb over any seats during the evacuation? ☐ Yes No If yes, describe
46. Did you see anyone climb over the seats? ☐ Yes ☑ No

		ou see any passengers pushing oth No	er passengers?		
		rou get pushed?			
		ou push anyone? No			
		there any disputes among passeng No Don't know	ers during the eva	acuation?	
to th	ne exi Yes			. was the passenge	er in front of you moving slower than the line
		ou consider another exit because c ☑ No	f slow moving lin	nes?	
		you traveling with anyone? No If no skip to item 58			
54.	With Spous	whom were you traveling? (Checke Baby (Under 2 yrs.)	all that apply) Toung child (2-10	yr.) 🔲 Coworke	er Friend Other
		a were traveling with a child, were No	you using a child	safety seat?	
		you seated with your companion(s)?		
		ou evacuate with your traveling co	ompanion(s)?		
	Seat t Flight Lugg	any of the following slow your moveray Seatback in front of you attendant seats Galley items age passengers tried to take off planets Broken cabin interior	☐ Galley ☐ E (Soda cans, carts) ne ☐ Footrest	Bulkhead (Walls di Luggage fal Child Safety	ck all that apply) ividing cabin into sections) len from overhead bins Seat Shoes Blankets None of the above
Ple	ase pr	ovide your opinion about the evacu	ation by indicatin	ig whether you agr	ree or disagree with the following statements:
59.		r passengers in general were coope gly Disagree Disagree	erative during the	evacuation. Agree	Strongly Agree
		ohysical size assisted me in the eva agly Disagree	cuation. Neutral	Agree	Strongly Agree
· —		ohysical condition assisted me in the gly Disagree Disagree	e evacuation. Neutral	Agree	Strongly Agree
		age assisted me in the evacuation.	⊠ Neutral	☐ Agree	☐ Strongly Agree

Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☐ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary? Yes \sum No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other Don't were never.
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Injury 76. Did you sustain any injuries prior to the evacuation? ☐ Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation

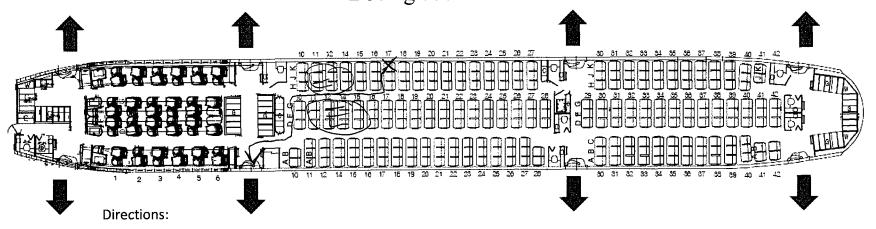
77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
if yes, describe the injuries, now they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation?
Yes No If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital?
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. Some were injured—Saw outside of plane Were being taken (b hospital.
Your Location The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number 17 K
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
85. Age
86. Height <u>5' 9''</u>
87. Weight
88. Gender Male Female

89. Do you wear corrective lenses? X Yes No
90. Were you wearing your corrective lenses during this flight? ✓ Yes □ No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? ☐ Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? ☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year ☐ More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other None
Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.



Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

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Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the Please contact the NTSB via the email address provided above, or via telephone at questionnaire via fax to if you have any questions. Thank you for your assistance in this investigation. Safety Briefing How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio How much of the preflight Safety Presentation did you watch? △ All ☐ 75% ☐ 50% ☐ 25% ☐ None If All, go to question 4 Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other How well could you hear the presentation? X Heard every word Some words difficult to hear Most words difficult to hear 5. Is English your primary language? Yes No (if No, what is your primary language? Victham Did the pre-flight safety presentation help during the evacuation? Yes No Explain:___

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No Explain:
Explain.
2 XXI 11 1 14 after instruction could be the coethook in front of you?
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read
If you read the safety card skip to item 10
9. Why did you not read the safety card?
Read it before Could not find Was not there Could not understand
Not important Other
10. Did the safety card information help you in the evacuation?
Yes No
Éxplain:
C. 1.
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
NOKE
Brace Position
Brace Position 12. Were you instructed to brace for impact?
Yes No
12. Did and have a few imment? (Describe resition)
13. Did you brace for impact? (Describe position) Normal Seator
14. Why did you choose this position?
Flight attendant instruction Looked at safety briefing card Copied people around me
Previous knowledge
Emergency Exits
15 When did you look for the emergency exit(s) closest to your seat?
During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
During the evacuation
16. Where did you look for an exit? (Check all that apply)
In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row?
Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?
Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
20. Did you read the instructions for operating the exit? Yes □ No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? Yes \sum No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other Follow my husend
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I It was the only available exit The other exit was blocked I followed other passengers I It was the closest exit Other
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? ☐ Yes ☐ No ☒ Not Applicable

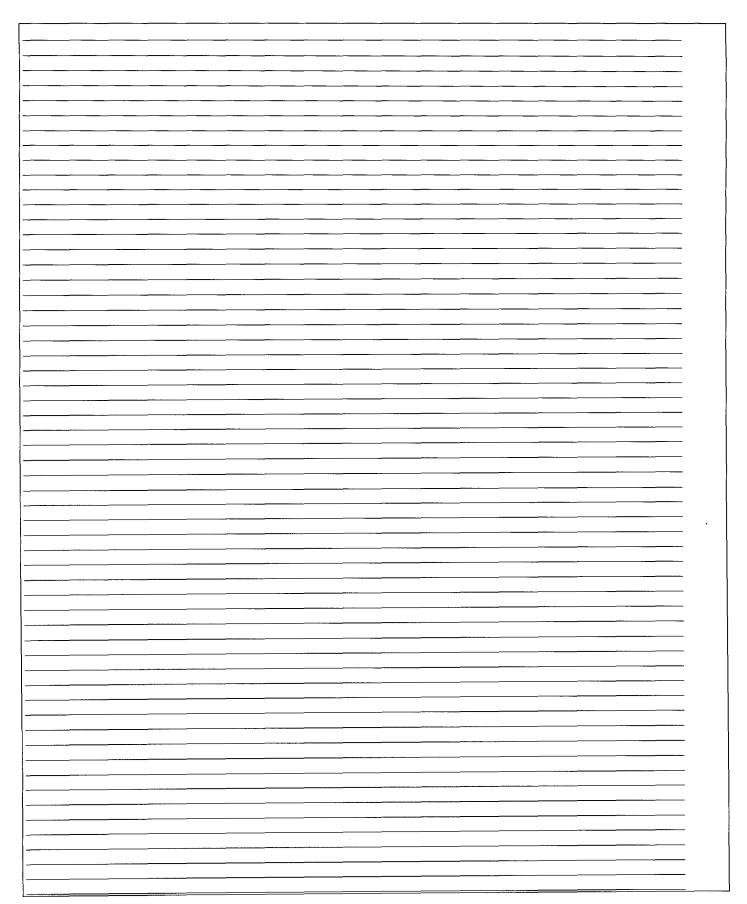
Carry-on Baggage
34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No Sone bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? X Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? ☐ Yes ☑ No

		you see any No	y passei	ngers pu	ishing ot	her passe	ngers?				
		you get pu:	shed?								
		you push a No	nyone?								
		e there any No [gers duri	ng the eva	acuation?			
to the	he exi Yes						ngers (i.e	e. was the passo	enger	r in front of you moving slower than the line	
		you consid	er anotl	her exit	because	of slow r	noving lin	nes?	•		
		e you trave									
		whom we						yr.) 🗌 Cow	orke	er Friend Other	
		ou were trav	veling v	vith a cl	nild, wer	e you usi	ng a child	safety seat?			
		e you seate	d with	your co	mpanion	(s)?					
		you evacua	ite with	your tra	aveling o	companio	n(s)?				
	Seat t Fligh Lugg	ray S t attendant age passen sets S	seatback seats gers tri	k in fron Gal ed to tal	t of you ley items se off pla	Gall s (Soda cane	ey	Bulkhead (Wal)	lls div e fall fety S	ck all that apply) viding cabin into sections) len from overhead bins Seat Shoes Blankets None of the above	
Ple	ase pi	ovide you	r opinio	n about	the evac	cuation by	indicatir	ng whether you	ı agre	ee or disagree with the following statements:	
59.		er passenge ngly Disag			ere coop agree	erative d		evacuation. Agree		Strongly Agree	
		physical singly Disag		sted me i		_	utral	☐ Agree			
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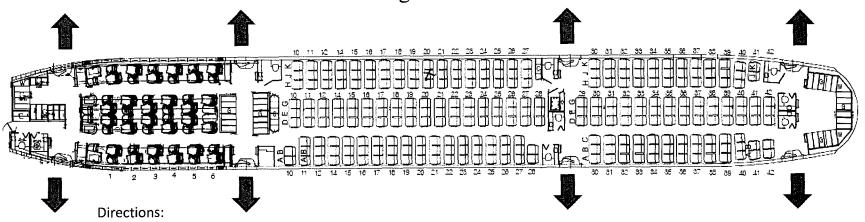
Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? Flight attendant instructions I thought I had to Saw others removing shoes Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation? Yes \sum No If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries during the evacuation?
Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
79. Did you quatain any injuries often the assessation?
78. Did you sustain any injuries after the evacuation? Yes No
If yes, describe the injuries and how they occurred
Stain Lez
79. Describe the location of injuries suffered?
Wrist ☐ Ankle Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☐ Other
80. Description of injuries suffered? (Check all that apply)
Sprain Fracture Concussion Broken Back Dislocation Strain
Burn Abrasions (Lacerations & Bruises) Smoke inhalation
Other
81. Were you transported to a hospital? If yes, how and which
hospital?
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
bid you see any other injured passengers during or after the evacuation? Please describe their location/condition.
on the ground
n de la
Your Location
The effected discussion of the last war should be Considered to the Considered to th
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number 20 J
Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions Show your route of escape (draw line from your seat to exit used).
- Snow your route of escape (draw line from your seat to exit used) Indicate the empty seats in your vicinity by placing "E" on that seat.
- Indicate the empty seats in your vicinity by placing "E" on that seat.
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before?
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No 85. Age
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No 85. Age
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No 85. Age
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? ☐ Yes ☑ No 85. Age
- Indicate the empty seats in your vicinity by placing "E" on that seat. Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No 85. Age

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? ☐ Yes ☐ No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you-consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.



San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: 🕽	(—	
	$ \longrightarrow $	
2. Write the	seat where you were seated: _	205
Example:	24D	

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.

in you have any questions. Thank you lot you accommend in and investigation.
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio Don't remember
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None NA If All, go to question 4
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
4. How well could you hear the presentation? ➤ ♠ ☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear
5. Is English your primary language? ✓ Yes □ No (if No, what is your primary language?)
6. Did the pre-flight safety presentation help during the evacuation? ☐ Yes ☐ No Explain: ← Ikm #=

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No Explain: See item #1
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? Yes No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
12. Were you instructed to brace for impact?
13. Did you brace for impact? (Describe position) 1 wasn't expecting an impact but once the plane hit the ground. 1 tried to brace mysek as best I could. I don't remember this exactly.
14. Why did you choose this position? Stight attendant instruction Looked at safety briefing card Copied people around me
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me Nocked all around 17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

	19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
	20. Did you read the instructions for operating the exit? ☐ Yes ☐ No
	21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
	22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
	23. Did you have any difficulties opening the exit? Yes No Explain:
۱	
	24. Did you use this exit? ☐ Yes ☐ No
ļ	25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other when people Started to move off the airplane
	26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff It was the only available exit The other exit was blocked I followed other passengers I twas the closest exit Other
	27. Were you directed away from a specific exit?
	28. Were you directed toward a specific exit? Yes No
	29. Did you follow these directions? MA
	30. Did you pass a usable exit at the direction of a flight attendant? Yes No
ļ	31. Did you select an exit and then change your mind? Yes No If yes, explain
l	
Į	32. If you used an over-wing exit, how did you get off the wing?
	33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable
1	

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Durse: Durder seat Overhead bin Closet Not applicable Other
37. Did you attempt to take any carry-on items with you during the evacuation? Yes \(\subseteq \text{No} \)
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other because no one was moving far over a minute Chose to take my backpack with my passpoon in it.
Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
44. Did you experience any delay in getting into the aisle? Yes No If yes, describe The doors weren't opened for at least 90 seconds after impact. People Starting Started moving towards the crits but couldn't get off; as far as 1 know:
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? Yes No

47. Did you see any passengers pushing other passengers? Yes No
48. Did you get pushed? Yes No
49. Did you push anyone? Yes No
50. Were there any disputes among passengers during the evacuation? Yes No Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
Yes No If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Significant
55. If you were traveling with a child, were you using a child safety seat? Yes No
56. Were you seated with your companion(s)? Yes No
57. Did you evacuate with your traveling companion(s)? Yes \[\sum \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above Other The Loops Sil not open for over 90 scores.
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

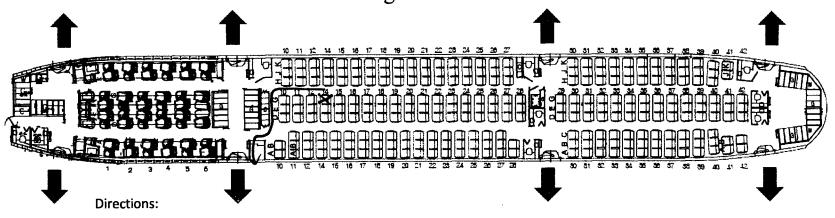
63. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes \(\sum \) No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall Said to Stay in Seat 69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? Flight attendant instructions I thought I had to Saw others removing shoes Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Assisted passengers from seat to aircraft exits Opening exits Other Not twet I Know of
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation? Yes \(\sum \) No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation My head. Also, my whole body was solved by the crash.

77. Did you sastain any injuries during the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation? Yes No
If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other See item #76
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain
Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other my whole body was impacted by the sudden crash.
81. Were you transported to a hospital? If yes, how and which
hospital? Yes, by ambulance to Stanford
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number 14 G
Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.
84. Have you ever had to evacuate an aircraft before?
Yes No
85. Age
86. Height
87. Weight
88. Gender Male Female

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot None None
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items and what improvements or changes to the design and operation of safety equipment you might suggest. Use additional paper if
and what improvements or changes to the design and operation of safety equipment you might suggest a such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: 2	X —		
	<u> </u>		
2. Write the	e seat where you were seated: _	14 G	
Example:	24D		

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

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Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.

Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio	
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None If All, go to question 4	
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other	
4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear	
5. Is English your primary language? Yes No (if No, what is your primary language? Vietnam)	
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain:	

7. Did anyone tell you listening to the pre-flight safety presentation was important?	
Yes No	
Explain:	
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10	
9. Why did you not read the safety card? Read it before	
10. Did the safety card information help you in the evacuation? Yes No Explain:	
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions wo for improving the presentation or safety card?	ould you make
	- -
Brace Position 12. Were you instructed to brace for impact? ☐ Yes ☐ No	
13. Did you brace for impact? (Describe position) NO, normal Seating	
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Copied people around me	
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation	
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
17. Were you seated in an emergency exit row? Yes No If no skip to item 20	
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No	

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?☐ Yes ☐ No
20. Did you read the instructions for operating the exit? Yes No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? X Yes No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other Follow My panent
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff It was the only available exit The other exit was blocked I followed other passengers It was the closest exit Other
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
N t
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

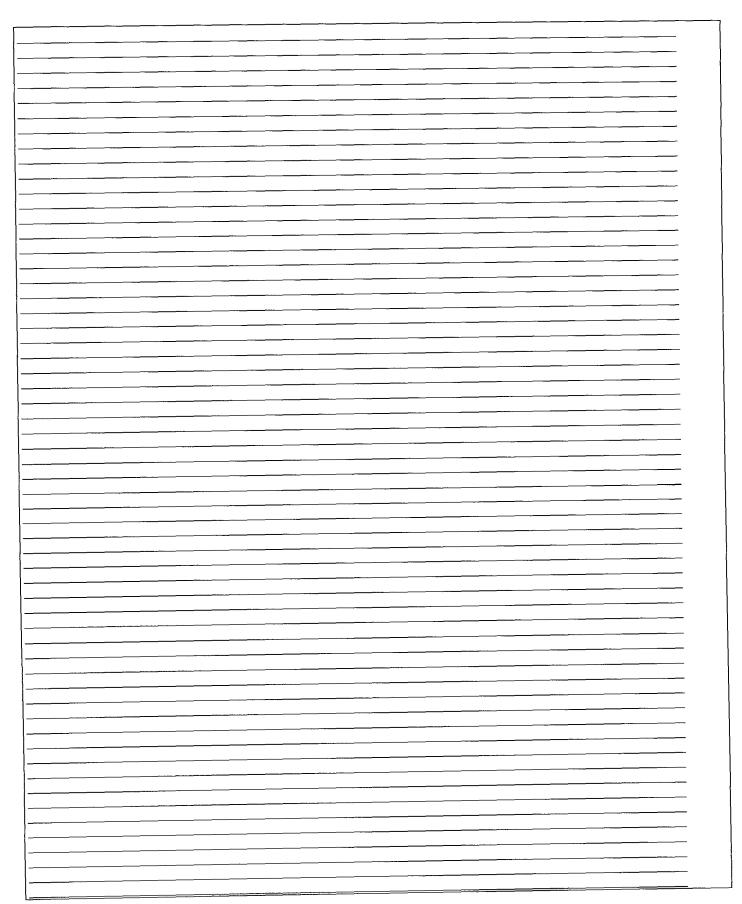
Carry-on Baggage
34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse: Under seat Overhead bin Closet Not applicable Other Briefcase: Under seat Voerhead bin Closet Not applicable Other Computer: Under seat Voerhead bin Closet Not applicable Other Suitcase 1: Under seat Overhead bin Closet Not applicable Other Suitcase 2: Under seat Overhead bin Closet Not applicable Other Suitcase 2: Overhead bin Closet Not applicable Other
37. Did you attempt to take any carry-on items with you during the evacuation? ☐ Yes ☐ No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Other Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor, Carried into raft/out wing. Took with me onto rescue boat Other Male Canny of
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No If yes, describe
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? ☐ Yes ☑ No

47. Did you see any passengers pushing other passengers? ☐ Yes ☑ No
48. Did you get pushed? Yes No
49. Did you push anyone? ☐ Yes ☐ No
50. Were there any disputes among passengers during the evacuation? ☐ Yes ☐ No ☐ Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes No If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? ☐ Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other
55. If you were traveling with a child, were you using a child safety seat? Yes No
56. Were you seated with your companion(s)? Yes No
57. Did you evacuate with your traveling companion(s)? Yes No
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

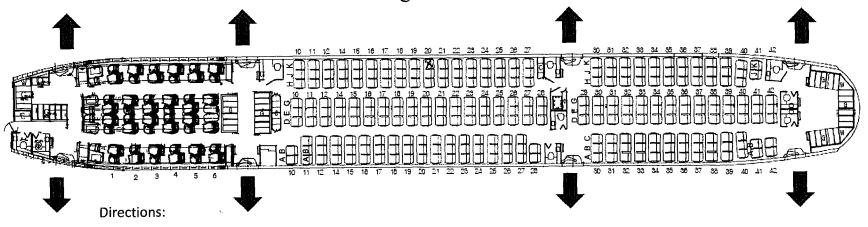
Seat Belt-Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☐ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes ☐ No ☐ Not enough time ☐ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Injury 76. Did you sustain any injuries prior to the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation, hot on the Rosht Side of the head

77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
head
78. Did you sustain any injuries after the evacuation? Yes No
If yes, describe the injuries and how they occurred
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital?
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
Your Location
Section appropriate and the section of the section
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number 20 K
Please indicate the following locations on the diagram:
- If you know your exact seat position, place an "X" on that seat If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used) Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
85. Age
86. Height <u>3'8</u>
87. Weight
88. Gender
Male Female

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other WK
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Attendant Aviation Mechanic Other None
Final Thoughts
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

2. Write the seat where you were seated:

Example: 24D

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the Please contact the NTSB via the email address provided above, or via telephone at questionnaire via fax to if you have any questions. Thank you for your assistance in this investigation. Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) ☐ Flight Attendant X Video ☐ Audio How much of the preflight Safety Presentation did you watch? If All, go to question 4 Indicate why you did not watch the whole presentation (check all that apply). Seen it before Destructed view Distracted by child Distracted by other person ☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long Other How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear 5. Is English your primary language? ☐ Yes 🔯 No (if No, what is your primary language? VICTDAM

Yes No Explain:

Did the pre-flight safety presentation help during the evacuation?

7. Did anyone tell you listening to the pre-flight safety presentation was important?
Yes No
Explain: 1+ 15 Soneth, you do, reury the plane of less
Explain: It is soneth, you do, during the plane a left the Airport.
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before
10. Did the safety card information help you in the evacuation? Yes No Explain:
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Brace Position 12. Were you instructed to brace for impact? Yes No
13 Did you brace for impact? (Describe position)
13. Did you brace for impact? (Describe position) NO, DON+ Knows what, a happen.
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?
Yes No
20. Did you read the instructions for operating the exit? ☐ Yes ☐ No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit? ∑ Yes □ No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I It was the only available exit The other exit was blocked I followed other passengers I It was the closest exit Other
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes \sum No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing? <u>drop dwn The wing</u>
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

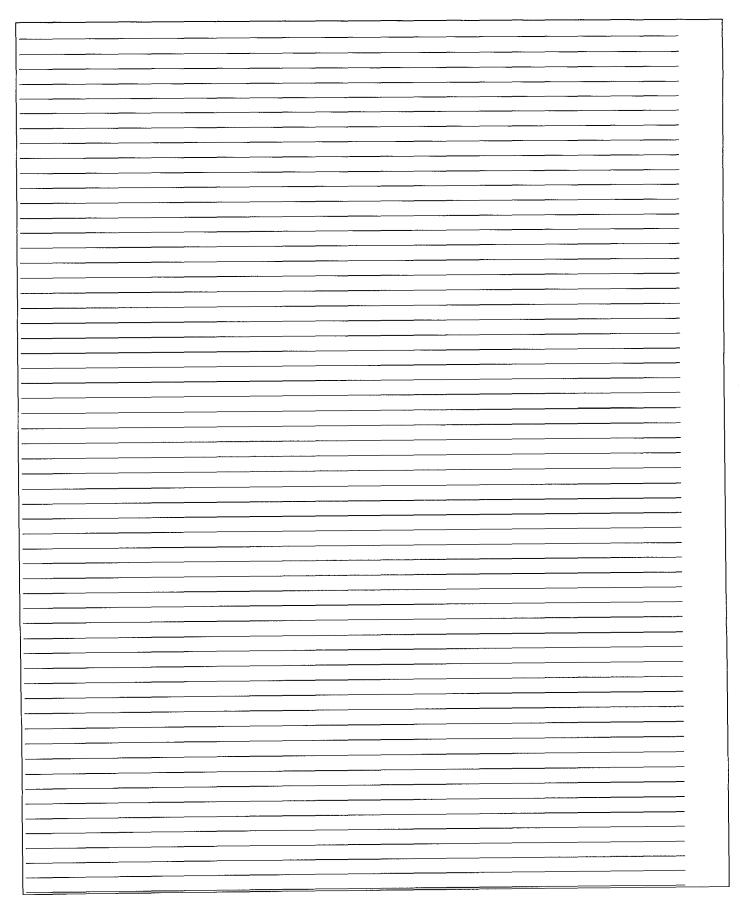
Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?
☐ No ☐ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes \sum No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Closet Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other + had with me
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? ☐ Yes ☐ No If yes, describe
45. Did you climb over any seats during the evacuation?
Yes No If yes, describe
46. Did you see anyone climb over the seats? ☐ Yes ☒ No

47. Did you see any passengers pushing other passengers? Yes No
48. Did you get pushed? Yes No
49. Did you push anyone? ☐ Yes
50. Were there any disputes among passengers during the evacuation? ☐ Yes ☐ No ☐ Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes No If yes, explain why they were moving slowly.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Driend Other
55. If you were traveling with a child, were you using a child safety seat? Yes No
56. Were you seated with your companion(s)? Yes □ No
57. Did you evacuate with your traveling companion(s)? Yes \[\sum \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains None of the above
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Agree Strongly Agree

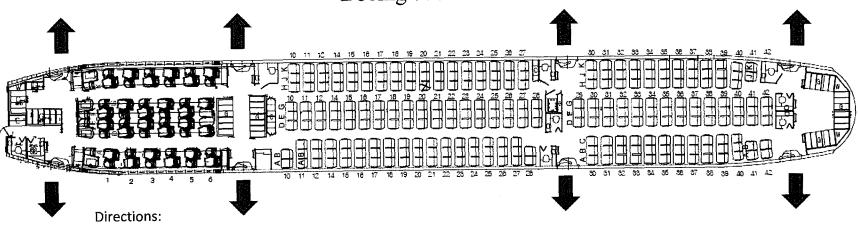
Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? [A Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary? Yes No
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear
71. Describe the flight attendants' instructions?
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes XNO If yes, what were you asked to do and did you do the task.
Thjury 76. Did you sustain any injuries prior to the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
78. Did you sustain any injuries after the evacuation? Yes No
If yes, describe the injuries and how they occurred Sort Right hand
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital?
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition. ———————————————————————————————————
Your Location
The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.
83. Seat Number 20 H
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes \(\sum_{\lambda} \) No
85. Age 4/
86. Height <u>5 ′ 5</u>
87. Weight
88. Gender Male Female

89. Do you wear corrective lenses? Yes No
90. Were you wearing your corrective lenses during this flight? Yes No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes No
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None
Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
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San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X		
		204
2. Write the so	eat where you were seated: _	
Example:	24D	

National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to Please contact the NTSB via the email address provided above, or via telephone at if you have any questions. Thank you for your assistance in this investigation.
Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) ☐ Flight Attendant ☑ Video ☐ Audio
2. How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None If All, go to question 4
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Destructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
4. How well could you hear the presentation? ✓ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear
5. Is English your primary language? Yes No (if No, what is your primary language? KOREAN)
6. Did the pre-flight safety presentation help during the evacuation? Yes No Only watch video topo doesn't help much when Explain: Bu real situation occurs.

7. Did anyone tell you listening to the pre-flight safety presentation was important? Yes No Explain:
I know it's important, but do not recall whether any attendents
I know it's important, but do not recall whether any attendents mentioned to watch it carefully
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10
9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? Yes No Explain: knowledgemet is different with experience.
11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?
Mot overall overview.
specify which exit to use, which path togo, depending on seat
Brace Position 12. Were you instructed to brace for impact? Yes No
13. Did you brace for impact? (Describe position)
No. No instruction or any warning what soever. it came suddenly without any announcement.
it came suddenly without any announcement.
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Warning Warning Copied people around me Copied peopl
Emergency Exits 15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Experiment Exp
17. Were you seated in an emergency exit row? Yes No If no skip to item 20
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
20. Did you read the instructions for operating the exit? ☐ Yes ☐ No
21. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
22. What caused you to open the exit? ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24. Did you use this exit?
Yes X No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other
26. For what reasons did you choose this exit? (Check all that apply) ☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit ☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit ☐ Other
27. Were you directed away from a specific exit? Yes No
28. Were you directed toward a specific exit? Yes No
29. Did you follow these directions? Yes No
30. Did you pass a usable exit at the direction of a flight attendant? Yes No
31. Did you select an exit and then change your mind? A Yes No If yes, explain all exist right side (closest to my seats) are blocked to explosion of slides internally. I had to evacuate through left side
32. If you used an over-wing exit, how did you get off the wing?
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

Carry-on Baggage 34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags 3 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? possport Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Closet Other hold at hands wrobe immigrant cards
39. Where were the items stored? Under seat Overhead bin Closet Other had at hands further thanks. 40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes ☐ No ☒ Don't know
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes No luggrapes were fell down by asile . From over the california of the californi
45. Did you climb over any seats during the evacuation? Yes \[\begin{align*} No If yes, describe \\ \right \\ \tangle

		you see a	ny passe	engers pushing o	other passengers?			
		you get pr No	ushed?					
		you push No	anyone'	?				1
		e there an			ngers during the ev	acuation?		1
to t	he exi	it)?	to wait l	behind slow mov	ving passengers (i.e	e. was the passe	ssenger in front of you moving slower than the line	
	Yes	No	y they w	ere moving slov	vly.			
		you consi	ider anot	ther exit because	e of slow moving li	nes?		
				ith anyone? skip to item 58				
54.	With Spou	ı whom w se	vere you laby (Un	traveling? (Che	eck all that apply) Young child (2-10	yr.) 🗌 Cow	oworker Friend Other	
		ou were tr	aveling	with a child, we	re you using a child	d safety seat?		
		re you sea	ted with	your companion	n(s)?			I
		you evac	uate wit	h your traveling	companion(s)?			
	Seat i Fligh Lugg Head	tray tr	Seatbac at seats engers tr Broken	k in front of you Galley item ied to take off policabin interior	ı 🗌 Galley 🔲	Bulkhead (Wa Luggag Child Sa Curtains	C(Check all that apply) alls dividing cabin into sections) age fallen from overhead bins bafety Seat Shoes Blankets by None of the above	
' '	•	T					ou agree or disagree with the following statements:	
59		er passen ngly Disa		general were coo	operative during the	evacuation. Agree	Strongly Agree	
60 [physical and physical s		sted me in the e	vacuation. Neutral	Agree	Strongly Agree	
61		physical ngly Disa		n assisted me in Disagree	the evacuation. Neutral	Agree	Strongly Agree	
62 		age assis		n the evacuation Disagree	ı. Neutral	☐ Agree	Strongly Agree	

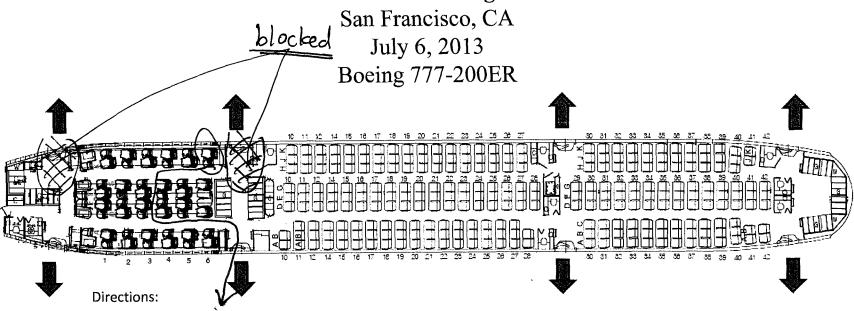
Seat Belt Usage
63. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? ☐ Yes ✓ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
Communication 66. Who first informed you that an evacuation was necessary? ☐ Pilot ☐ Flight Attendant ☒ Other Passenger ☐ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary? No passenger in front of me shouted "Fire"
68. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
71. Describe the flight attendants' instructions? Be sented! The plane stopped. Do not move until pilots say something. This instruction was broken when a passenger should "Fire".
This instruction was broken when a passenger should "Fire". 72. Did you remove your shoes during the evacuation? XYes No If no skip to item 74
73. Why did you remove your shoes? [Flight attendant instructions
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other This bid the crew assign you any duties?
75. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
76. Did you sustain any injuries prior to the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation No If yes, describe the injuries, how they occurred and the effect they had on your evacuation No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Hard to run or climb

77. Did you sustain any injuries during the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
back pain, shoulder, But during evacuation I don't recall
back pain, shoulder, But during evacuation I don't recall Neck 78. Did you sustain any injuries after the evacuation? Yes \[\] No If yes, describe the injuries and how they occurred
(nee de back/nede pains
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Cother
80. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
81. Were you transported to a hospital? If yes, how and which hospital?
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
Some bleeding Some complain about lungs, bones Value Toggation
Some Court about lange bones
Your Location
The state of the six o
The attached diagram on the last page shows the floor plan of the aircraft. The doors are indicated by large arrows.
83. Seat Number 6 K
Please indicate the following locations on the diagram: - If you know your exact seat position, place an "X" on that seat. - If you are NOT SURE of your seat position place a question mark "?" on that seat. - Position of other passengers and/or traveling companions. - Show your route of escape (draw line from your seat to exit used). - Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information 84. Have you ever had to evacuate an aircraft before? Yes No
85. Age <u>44</u>
86. Height <u>5' 7''</u> 87. Weight <u>2016</u>
87. Weight
88. Gender Male Female

89. Do you wear corrective lenses? No
90 Were you wearing your corrective lenses during this flight? Yes \sum No
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes Yes
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes XNo
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year
95. Aviation Experience Commercial Pilot Private Pilot Shone Aviation Mechanic None
Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.
No warning during landing
No warning during landing 2. After first hit (I guess hit by tail), I heard the engine
After first hit (I guess hit by tail), I heard the engine right side increased vpm. [yes. I heard it clearly since
After first hit (I guess hit by tail), I heard the engine right side increased vpm. [yes. I heard it clearly since my seat is right next to the engine]. I thought the
After first hit (I guess hit by tail), I heard the engine right side increased vpm. [yes. I heard it clearly since
After first hit (I guess hit by tail), I heard the engine right side increased vpm. [yes. I heard it clearly since my seat is right next to the engine]. I thought the
After first hit (I guess hit by tail), I heard the engine right side increased rpm. [yes. I heard it clearly since my seat is right nexts to the engine]. I thought the pilot increased the engine power after the dist touch to go around. (I have experienced it once Tyrs ago) But the plane went inclined left, which I thought never
After first hit (I gress hit by tail), I heard the engine right side increased rpm. [Yes. I heard it clearly since my seat is right nexts to the engine]. I thought the pilot increased the engine power after the dirst touch to go around. (I have experienced it once 1 yrs ago) But the plane went inclined left, which I thought never happens & for "go around". Later, after I watched a video
After first hit (I guess hit by tail), I heard the engine right side increased rpm. [yes. I heard it clearly since my seat is right nexts to the engine]. I thought the pilot increased the engine power after the dist touch to go around. (I have experienced it once Tyrs ago) But the plane went inclined left, which I thought never

engine was fallen off, so the plane inclined to fleft. What if it went a bit longer? It should have been upside down; wondered why pilots did not know the tails were gone already when they increased the engine power. 3. Oxygen mask fell down during landing, Right after the place stopped movily, a passenger tried to put it on, said nothing come out. Apparently it seems not works For me, at 6k, the oxygen mask location was actually at rows of 5; Impossible to reach it unless I stand up and lean toward the front seat. So I could not try to put it on. In the end, I enhale all the sinder leaking from the right engine outside. (my seat is just next to the detached right engine)

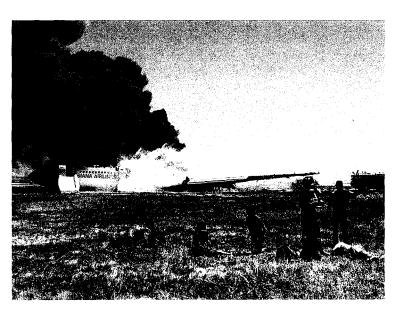
Asiana Airlines Flight 214



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: 2	x —			
	L_	─ →		
2. Write the	e seat where yo	ou were seated: _	6K	
Example:	24D	Ø		





IMG_0271 IMG_0272





IMG_0267 IMG_0277

National Transportation Safety Board Washington D.C. 20594

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The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

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1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None If All, go to question 4
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person This basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other This was and connecting fight with the same airline.
4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
5. Is English your primary language? Yes No
(if No, what is your primary language?)
6. Did the pre-flight safety presentation help during the evacuation? [Yes No Explain:

7. Did anyone tell you listening to the pre-flight safety presentation was important?	
Yes No Explain: <	
9 01	
I don't real	
8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10 9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other In the PAST 3 Well, we had been on 5 other 10. Did the safety card information help you in the evacuation? Yes No	
Explain: 11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?	e e
· · · · · · · · · · · · · · · · · · ·	
<u> </u>	
Brace Position 12. Were you instructed to brace for impact? Yes No	
13. Did you brace for impact? (Describe position) NO, There was no indication we needed to.	
14. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please Did vot brack	
15. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation	
16. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
17. Were you seated in an emergency exit row? Yes No If no skip to item 20	
18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No	

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
20. Did you read the instructions for operating the exit? Yes No
21. Did you open, or attempt to open, an exit yourself? Yes No. If no, skip to item 24
22. What caused you to open the exit? Flight attendant P.A. announcement Personal assessment Other
23. Did you have any difficulties opening the exit? Yes No Explain:
24 Did you use this exit?
Yes No
25. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other founds where people were exiting.
26. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I lt was the only available exit The other exit was blocked I followed other passengers I if was the closest exit Other WAS Where purple were exited.
27. Were you directed away from a specific exit? Yes UNo
28. Were you directed toward a specific exit? ☐ Yes ☐ No
29. Did you follow these directions? Yes No No Ast directions given.
30. Did you pass a usable exit at the direction of a flight attendant? Yes INO NO fright attendent where we were.
31. Did you select an exit and then change your mind? Yes No If yes, explain
32. If you used an over-wing exit, how did you get off the wing? 55t and 51th dum
33. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable

Carry-on Baggage
34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 2 bags more than 3 bags
35. Did you have to gate check a bag you were planning to carry on? Yes V No
36. Where did you store your: Purse:
37. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no, skip to item 40
38. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
39. Where were the items stored? Under seat Overhead bin Other Other
40. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
41. Did other passengers attempt to take carry-on items? Yes No Don't know
42. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Don't know most passengers already had Gunyon in hand if they had Carry 13. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know Aight attendants around in our over
Passenger Behavior 44. Did you experience any delay in getting into the aisle? Yes \[\] No If yes, describe \[\] \[
45. Did you climb over any seats during the evacuation? Yes No If yes, describe
46. Did you see anyone climb over the seats? Yes tho my tids had To climb over from whole who get to the aiste.

47. Did you see any passengers pushing other passengers? Yes No
48. Did you get pushed? Yes Vo
49. Did you push anyone? Yes I No
50. Were there any disputes among passengers during the evacuation? Yes No Don't know
51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)? Yes No
If yes, explain why they were moving slowly. had to climb ento the wing and the five retardent made
that to climb ento the wing and the five retardent made then thing shippens; and the five retardent made the multiple sistes converging to leave.
52. Did you consider another exit because of slow moving lines? Yes No
53. Were you traveling with anyone? Yes No If no skip to item 58
54. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other
55. If you were traveling with a child, were you using a child safety seat? Yes Vo
56. Were you seated with your companion(s)? Yes INO I was Sented reross theaste from my Companions.
57. Did you evacuate with your traveling companion(s)? Yes No
58. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Sroken cabin interior Overhead bins Curtains None of the above Other
Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:
59. Other passengers in general were cooperative during the evacuation.
Strongly Disagree Disagree Neutral Agree Strongly Agree
60. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
61. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
62. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage 63. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
64. Did you have any difficulties unfastening your seat belt? Yes No
65. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
66. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision Can't recall
67. At the time, did you know why an evacuation was necessary?
68. Did the flight attendants give you any instructions just prior to the evacuation? ☐ Yes ☐ No ☐ Not enough time ☐ Can't recall № fi:gm attendant
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear
71. Describe the flight attendants' instructions? 12 flight attendant was present where we set evacuated.
72. Did you remove your shoes during the evacuation? Yes No If no skip to item 74
73. Why did you remove your shoes? Flight attendant instructions I thought I had to Saw others removing shoes Other
74. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
75. Did the crew assign you any duties? Yes No
If yes, what were you asked to do and did you do the task.
To Did you sustain any injuries prior to the evacuation?
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation 50me hmses t ants in thees

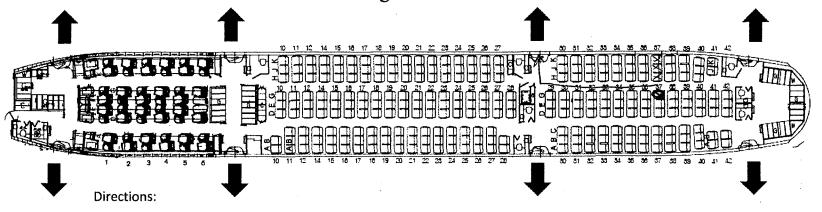
77. Did you systain any injuries during the evacuation?	
Yes No	
If vesdescribe the injuries, how they occurred and the effect they had on your evacuation	
	ł
78. Did you sustain any injuries after the evacuation?	
Yes WNo If yes, describe the injuries and how they occurred	l
l yes, describe the injuries and now they occurred	
79. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other After the accident, the whole body was Stiff are 80. Description of injuries suffered? (Check all that apply)	(50v
80. Description of injuries suffered? (Check all that apply)	
Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation	
Other F minor Cuts	
big buises	
81. Were you transported to a hospital? If yes, how and which hospital? No	
82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.	
In the emergency exitaiste (head injums) (during evacuation)	l
quite a few people in the head and bolde runni of on the other run and vory	İ
after evaduation.	
Vour Location	
The attached diagram on the last page shows the floor plan of the aircraft.	
The doors are indicated by large arrows.	
83. Seat Number 37 6	
Please indicate the following locations on the diagram:	İ
- If you know your exact seat position, place an "X" on that seat.	
- If you are NOT SURE of your seat position place a question mark "?" on that seat.	
- Position of other passengers and/or traveling companions.	
- Show your route of escape (draw line from your seat to exit used).	
- Indicate the empty seats in your vicinity by placing "E" on that seat.	.
Personal Information	
84. Have you ever had to evacuate an aircraft before? Yes No	
85. Age <u>45</u>	
86. Height <u>5</u>	
87. Weight (20	
88. Gender Male Female	

89. Do you wear corrective lenses? Yes No	
90. Were you wearing your corrective lenses during this flight? Yes No	
91. Did you lose your corrective lenses during the event that caused the evacuation? Yes Vo	
92. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes	:
93. Prior to departure, was your ability to evacuate affected by any of the following: Difficulty seeing Difficulty hearing Difficulty walking or standing Injury or recent surgery Other No.	
94. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year Wore than 6 flights per year	
95. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	
Final Thoughts	Maria M
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Asiana Airlines Flight 214

San Francisco, CA July 6, 2013 Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X	
2. Write the seat where you were seated: _	37 G
Example: 24D	